

T-01051B-11-0378

OPEN MEETING AGENDA ITEM

ORIGINAL

ARIZONA CORPORATION COMMISSION



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UTILITY COMPLAINT FORM

Investigator: Tom Davis

Phone: (602) 364-1066

Fax: ()

Priority: Respond Within Five Days

Opinion No. 2012 105373

Date: 8/14/2012

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Steve**

Arizona Corporation Commission

Penner
DOCKETED

Account Name: Steve Penner

Home: (000) 000-0000

Street: n/a

AUG 15 2012

Work: (000) 000-0000

City: n/a

State: AZ Zip: n/a

DOCKETED BY

CBR:

is: E-Mail

Utility Company: **CenturyLink**

Division: Telephone

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

*****REFERRED FROM COMMISSIONER KENNEDY'S OFFICE*****

OPPOSED

T-01051B-11-0378

Telephone

Subject: century link

What am I missing?

The number of phone lines provided by Quest/Century Link has declined by 1,500,000 to 1,300,000 from 2001 to 2010 and they want to get competitive (i.e.raise) rates. I would assume a lot of customers left because of the competition- with cell phones land lines are no longer needed.

It is likely that a large portion of the customers who remain are seniors who are the last to adopt the new technologies.

Any company, other than a utility, would be looking for ways to lower costs and rates in order to retain the customer base. I have never of the need to raise rates for competitive purposes.

Steve Penner

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

8/15/12: Email to Customer

Steve Penner

Your email dated August 12, 2012, sent to Commissioner Kennedy's office has been received and assigned to me for further handling.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Your Opinion regarding the CenturyLink's application to classify and regulate their retail telecommunications service as competitive has been entered into our database and has become part of the public record for docket T-01051B-11-0378

Thank you for your opinion regarding this matter.

Tom Davis
Public Utilities Consumer Analyst
Arizona Corporation Commission
1200 W Washington St
Phoenix, AZ 85007
Direct: 602-364-1066
602-542-2122

Entered for the record and docketed
CLOSED
End of Comments

Date Completed: 8/14/2012

Opinion No. 2012 - 105373
